

Summary of Users special needs of postal services

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The Swedish Post and Telecom Authority (PTS) is tasked with analysing and describing the developments in the postal market and monitoring that postal services meet society's needs. The Authority therefore regularly conducts studies with the aim of increasing the knowledge of users' needs for postal services, and ensuring that those needs are being fulfilled by the universal postal service. Among other things, PTS' analyses show that digitalisation is having a major impact on the postal market. While fewer and fewer letters are being sent, there is an increasing number of parcels being delivered.

The Authority is responsible for providing services that provide persons with disabilities with equal access to telephone services, electronic communications and postal services. PTS procures inclusive services such as free delivery of Braille postal consignments, and postal services for people over 80 years of age and persons with disabilities in rural areas. These services will be further reviewed in 2021.

PTS has conducted a qualitative survey into special needs for postal services. The results of the survey show that the need for postal services varies between target groups, but also between younger and older people. A high degree of digital literacy reduces the need to use letter services for items of correspondence. Older people, people who are visually impaired, deaf, or blind, and people with motor impairment, have a greater need for letter services. Certain target groups have specific needs that must be met, such as the need for Braille postal consignments. Many interviewees feel that it is important to have postal consignments delivered to their homes and to have easy access to postal services. It is also essential that service points are accessible via public transport and that they are located in geographical locations which are frequented by postal service users. Several respondents call for increased collaboration between representatives of persons with different disabilities and the postal industry when designing accessible services.

This report is one of several supporting documents that may underpin the future design of the universal postal service to ensure it both meets society's changing needs and is sustainable in the long-term. The Government has appointed a Postal Services Act Commission to review the content and financing of the universal postal service. This report is one of several important resources for the review, which will present its proposals in January 2023.